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## ARIZONA CORPORATION COMMISSIO

## UTILITY COMPLAINT FORM

4700

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 52027Date: 5/15/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Richard

Reynolds

Account Name: Richard ReynoldsHome: (480) 000-0000Street: [REDACTED]Work: (480) 000-0000City: Gold CanyonCB: [REDACTED]State: AZ Zip: 85218is: CellularUtility Company: Gold Canyon Sewer CompanyDivision: SewerContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No SW 02519A-06-0015

Consumer feels rate increase is much too drastic.

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

May 15, 2006

Consumer advised of docketing and rate case procedure.

\*End of Comments\*

Date Completed: 5/15/2006Opinion No. 2006 - 52027RECEIVED  
2006 MAY 17 P 2:30  
AZ CORP COMMISSION  
DOCUMENT CONTROL

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED] 6

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2006 - 52073**

**Date:** 5/16/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** Richard C. Kane

**Account Name:** Richard C & Carol Kane

**Home:** (480) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Gold Canyon

**CBR:**

**State:** AZ **Zip:** 85218

**is:**

**Utility Company:** Gold Canyon Sewer Company

**Division:** Sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED] 0007

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May11, 2006  
Arizona Corporate Commission  
1200 W. Washington St.  
Phoenix; AZ 85007  
Subject: COMPLAINT

Dear Sirs:

I am writing in regard to the proposed rate increase in sewer charges for my community in Gold Canyon. Previously, the sewer company assured us that there would be no rate increase related to the modifications of the plant in Gold Canyon. The proposed rate increase of 101% is unconscionable. With the rising costs of gasoline and natural gas we are already stretched to our limits. We are on a fixed income and a rate increase of 101% will be a tremendous burden to us. I hope this increase will be reconsidered.

Sincerely,  
Richard C. Kane

[REDACTED]  
Gold Canyon, AZ 85218

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52073

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2006 - 52070**Date:** 5/16/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:****John****Kinthead****Account Name:**

John &amp; Enid Kinthead

**Home:** (480) 000-0000**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**AZ      **Zip:** 85218**is:****Utility Company:****Gold Canyon Sewer Company****Division:**

Sewer

**Contact Name:**

Mike Weber

**Contact Phone:** (623) 935-9367**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 11, 2006

Dear Jeff, \_\_

We are writing to you as concerned citizens of-GoldCanyon sewer District in Mountainbrook regarding your proposed sewer price Increase. When we bought our home 10 years ago on a fixed Income, we were informed of the very high cost which was not to have had any Increase. However, one raise already has taken place. In our South Dakota home we pay \$1.38 a month for sewer, based on our use of water where we have NO ODOR! Why does it cost \$35.00 a month in Arizona for the same amount of water used? Now on top of this rate, you feel that amount should double??? Maybe new management in Arizona Is needed who can learn from others In the same business.

Please say "NO" to any raise In rates!

Sincerely,

John Kinthead

Enid Kinthead

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed: 5/16/2006**

**Opinion No. 2006 - 52070**

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 52072Date: 5/16/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:      **Ronald****Eliason**Account Name:      Ronald & Teresa EliasonHome: (480) 000-0000Street:      [REDACTED]Work:City:      Gold CanyonCBR:State:      AZ      Zip: 85218is:Utility Company:      **Gold Canyon Sewer Company**Division:      SewerContact Name:      [REDACTED]Contact Phone:      [REDACTED]Nature of Complaint:

Docket No. SW 02519A-06-0015

To: Commissioner Jeff Hatch-Miller, Chairman

From: Ronald & Teresa Eliason  
[REDACTED]

GoldCanyon, AZ 85218

Date: May 13, 2006

Subject: Gold Canyon Sewer Company Complaint

As residences of Gold Canyon we have been victimized by Gold Canyon Sewer Co's poor design, poor management and poor (smelly) performance. We protest the outrageous request for doubling our monthly fees to pay for their incompetence and to fund their expansion plan for other communities.

Please give us your support on this issue. Thank you.

Sincerely,

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52072

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2006 - 52069**Date:** 5/16/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Charles J

Williams

**Account Name:** Charles J & Kathleen Williams**Home:** (480) 000-0000**Street:** n/a**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

In regard to your proposal to raise our sewer rates, I am deeply concerned about the amount you are proposing. My wife and I are both retired and living on a fixed income and the increase you are proposing will be a strain on our budget. Our income has not kept up with the rising cost of everything else.

Please reconsider the amount you are proposing

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52069

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No. 2006 - 52067****Date:** 5/16/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:****Carl****Scheie****Account Name:**

Carl &amp; mary Scheie

**Home:** (480) 000-0000**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ

**Zip:** 85218**is:****Utility Company:****Gold Canyon Sewer Company****Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 5, 2006

Mr. Jeff Hatch-Miller, Chairman  
Arizona Corporation Commission  
Utilities Division  
200 West Washington  
Phoenix, AZ 85007-2996  
Re: GCWWTF Case# DOCKET NO.SW-02519A-06-0015

Dear Mr. Hatch-Miller:

We have owned our home in MountainBrook Village, Gold Canyon for over six years. Over that period of time we have been witness to the "circus" involving the promises of the Gold Canyon Sewer company. We were told that once the Peralta Trails development was hooked up the added volume would actually result in a lower cost per household. Oops! The fee went up from \$33 to \$35 per month.

When the company wanted to expand (over the objection of many homeowners), we were told that the odor would be eliminated. (Actually, it was difficult to get the sewer company to admit that there was an odor problem.) Oops! The odor did not go away even though that was one of the conditions under which they were granted a permit to expand. As recently as yesterday, I was subjected to the foul odor while playing golf at the MountainBrook Golf Club.

In order to solve the odor problem, the sewer company had to invest in some new equipment. We were told that would NOT result in an increased fee for the homeowners. Oops! Now they want to raise the fee from \$35 to more than \$70 per month.

One is moved to draw the conclusion that the company is grossly mismanaged and/or the management simply cannot be trusted when they communicate with their customers. In either case, they do not deserve to be

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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rewarded with a fee increase.

We are among the many who escape to more moderate temperatures in the summer months (we still pay our \$35 per month sewer fee) and will not be in the area for the hearings on this matter in September. We request that your Commission work on behalf of the citizens of our community to make it an even better place to live. For that to happen we need well managed services. Yes, they deserve to realize a reasonable return on their investment. However, it is not the responsibility of the community to pay for their ineptness.

Sincerely,

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton

Public Utilities Consumer Analyst II

Utilities Division

\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52067

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 52065

**Date:** 5/16/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**Complaint By:** **First:** Mark **Last:** Griffey

**Account Name:** Mark & Virginia Griffey

**Home:** (480) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Gold Canyon

**CBR:**

**State:** AZ **Zip:** 85218

**is:**

**Utility Company:** Gold Canyon Sewer Company

**Division:** Sewer

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

### **Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 5, 2006

The Arizona Corporation Commission

1200 W. Washington St.

Phoenix, AZ 85007

Attn: Commissioners: Jeff Hatch-Miller, Chm. William A. Mundell Kristin A. Mayer Mike Gleason Mark Spitzer

RE: Complaint - Gold Canyon Sewer Company (GCSC)

Docket No. SW-02519A-06-0015

This letter is to call your attention to the above company and their request to increase rates of their sewer service to double the amount already accessed to the Gold Canyon residents.

No. 1: This sewer company should be operating this close to a grocery store and restaurants that deal with food to the public.

No 2: The GCSC's former promises of smell control have not been reached. We continue to get foul odors from this establishment.

No 3: No service change has incurred to warrant such an increase of revenue.

No 4: GCSC's had assured the public that no rate increase would be assessed related to their expansion (which should have never been allowed in the first place due to the placement of the location of the sewers processing that close to grocery stores/food establishments). The no rate increase was well noted by company cxc's before they ever began the expansion.

Please be aware of the Gold Canyon community in this objection to GCSC's requests of rate increase.

The commissioners should pursue the possibility of relocating this facility to another location where it would be better suited as to odor control, possible expansion to serve more of Pinal County as the county continues to grow.

Gold Canyon, AZ 85218

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Utilities' Response:

### Investigator's Comments and Disposition:

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52065

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

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**Opinion****No.** 2006 - 52064**Date:** 5/16/2006**Complaint Description:**

08A Rate Case Items - Opposed

**First:****Last:****Complaint By:****Donald****Mohr****Account Name:**

Donald &amp; Barbara Mohr

**Home:** (480) 000-0000**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ

**Zip:** 85218**is:**

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**Utility Company:****Gold Canyon Sewer Company****Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 9, 2006

The Arizona Corporation Commission.

1200 W. Washington St

Phoenix, AZ 85007

Aftn: Jeff Hatch-Miller Chairman

Please do not allow a Sewer Rate Increase for Gold Canyon

The following is a list of reasons:

We will be living on a fixed income shortly and a DOUBLE RATE INCREASE will be a big financial problem.

GCSC promises of smell control have not been met. We have not seen an increase in sewer service to warrant the increase. Object to the location of the sewer in a residential and shopping area. GCSC assurance of no rate increase related to their expansion.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52064

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 52063Date: 5/16/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:      **Paul****Jaquith**Account Name:      Paul JaquithHome: (480) 000-0000Street:      [REDACTED]Work:City:      Gold CanyonCBR:State:      AZ      Zip: 85218is:Utility Company:      **Gold Canyon Sewer Company**Division:      SewerContact Name:      [REDACTED]Contact Phone:      [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 11, 2006

RE: Gold Canyon Sewer Co Rate Increase

Commissioners,

The proposed 100 percent rate increase requested by the Gold Canyon Sewer Company is outrageous. Residents of this community were promised by this company that expansion of this plant would not result in rate increases. I would expect them to honor their word or the commission to hold them to it. Thank you.

Paul Jaquith

[REDACTED]  
Gold Canyon, Az 85218

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52063

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2006 - 52061**Date:** 5/16/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** John C

Fournelle

**Account Name:** John C. & Marcia J. Fournelle**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ      **Zip:** 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 8, 2006  
Arizona Corporation Commission  
Utilities Division  
200 West Washington Ave.  
Phoenix, AZ 85007-2996  
Attn: Jeff Hatch-Miller

To The Members of the Commission:

We would like to share some comments regarding the proposed sewer rate increase for Gold Canyon. There is no question the Algonquin Power Income Fund has spent a considerable amount of money on the expansion of the Gold Canyon Sewer Plant. However, Gold Canyon residents should not bear the cost of expansion if the company over-estimated the need for expansion or has mismanaged the business. After spending all this money on the sewer plant the daily odors have not gone away and on some days the odor is much worse than it was before the expansion. It is hard to understand that in this day and age that a sewer plant would smell as bad as this one. They must have chosen the wrong technology or wrong company to solve this problem.

I have enclosed a copy of my 2006 Sewer Bill from another residence we have in Minnesota. This is a town of 20,000 residents. As you can see, an increase has been instituted. We now pay \$49.92 per quarter or \$199.68 per year. I understand the Gold Canyon Sewer Company wants to charge \$70.34 per month or \$844.08 per year. I may not be comparing apples to apples with one company in Minnesota and one in Arizona, I hope you would agree that \$644.00 more for the same service is unreasonable. And, did I mention my other sewer company does not emit a terrible odor.

We would also like to thank you for your service on the Corporation Commission and for protecting residents against what appears to be a mismanaged company seeking an unwarranted rate increase.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Regards,

/

John C. and Marcia J. Fournelle C!

Gold Canyon, AZ 85218

480-222-7000

E-Mail: Mon\_Amiez@MSN.COM

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

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¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton

¶Public Utilities Consumer Analyst II

¶Utilities Division

\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52061

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

---

**Opinion****No.** 2006 - 52062**Date:** 5/16/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Philip T

Kannaby

**Account Name:**

Philip T &amp; Diane M. Kannaby

**Home:** (480) 000-0000**Street:**

[REDACTED]

**Work:****City:**

Gold Canyon

**CBR:****State:**

AZ Zip: 85218

**is:**

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**Utility Company:**

Gold Canyon Sewer Company

**Division:**

Sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

Jeff Hatch-Miller, Chairman  
William A. Mundell  
Marc Spitzer  
Mike Gleason  
Kristin A. Mayes

Dear Commissioners,

We're writing to you as concerned senior citizens on a fixed income, and residents of Mountainbrook. When we moved to Arizona from Chicago suburbs, we thought \$35.00 for a sewer charge was a bit high, but Gold Canyon Sewer said they "would not raise their cost. Then the problem with "SMELL Came". They were to fix the problem (however on occasion we still smell a stench.)

We are extremely disappointed that Gold Canyon Sewer wants to raise their fee to a DOUBLE HIGHWAY ROBBERY. The smell is not totally resolved and if this is allowed to pass we would think this \$70.00 charge would be one of the highest in the U.S.A. By the way, is this charge their way of "getting paid to FIX THE SMELL? We would appreciate any means of help to STOP THIS CHARGE.

Thank you in advance.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

May 16, 2006

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Bradley G. Morton  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

Date Completed: 5/16/2006

Opinion No. 2006 - 52062

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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2006 - 52060**Date:** 5/16/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Stephen

Chance

**Account Name:** Stephen Chance**Home:** (480) 000-0000**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ      **Zip:** 85218**is:**

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**Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** Mike Weber**Contact Phone:** (623) 935-9367**Nature of Complaint:**

Docket No. SW 02519A-06-0015

May 11, 2006  
The Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007  
Re: Docket No. SW-025 1 9A-06-0015

Dear Commissioners:

My wife and I are writing this letter in regard to the recent proposal by Gold Canyon Sewer Corporation to raise their rates 10 1%. This increase from \$35.00 to \$70.34 per month is outrageous! Let me first say that before Gold Canyon Sewer started on their treatment facility improvements, they promised that there would be "no increase" in rates and that the odor problem would be "taken care of". I am sure you are aware of this statement! My wife and I went to Bashas at Highway 60 and Superstition Mountain Drive last Saturday, May 6, 2006 at 10:00 A.M. and the smell was overwhelming. The fact that service will remain unchanged and correcting the odor problem has not occurred, we feel they have not lived up to their promises.

Secondly, a lot of people who reside in Gold Canyon live on fixed incomes. We are among this group. Others have young families and both parents have to work to make ends meet. An increase of such magnitude would seriously cut into all of our budgets. We realize all costs are steadily rising and would not oppose a slight increase in rate, but we feel a raise of over 100% is uncalled for. There are more residents in Gold Canyon now and more coming every day.

Because Gold Canyon Sewer Corporation is breaking their promises to all of us homeowners here in Gold Canyon, we need you commissioners to force them to reevaluate and come up with a "realistic" rate increase, IF ANY AT ALL! Please do not approve their request, and make them find a solution we can all live with.

Thank you,

Stephen Chance

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

May 16, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton  
¶Public Utilities Consumer Analyst II  
¶Utilities Division  
\*End of Comments\*

**Date Completed: 5/16/2006**

**Opinion No. 2006 - 52060**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2006 - 52057

**Date:** 5/16/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** Sharon

Lane

**Account Name:** Sharon & Eugene Lane

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Gold Canyon

**CBR:** [REDACTED]

**State:** AZ Zip: 85218

**is:** Cellular

**Utility Company:** Gold Canyon Sewer Company

**Division:** Sewer

**Contact Name:** M [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Docket No. SW 02519A-06-0015

[REDACTED]  
Sent: Tuesday, May 16, 2006 12:43 PM  
To: Bradley Morton  
Subject: Gold Canyon Requeste Sewer Increase

Hi,

I am writing this to voice my objection to the Gold Canyon Sewer request to MORE THAN DOUBLE our present rates.

I have 4 rental homes in Apache Junction, with families/children. They are services for sewer by Superstition Mountain CFD No. 1. They have a fixed rate of \$31.55/mo.

I live in Mountainbrook Village in Gold Canyon. I have been paying \$35/mo. This community (Mountainbrook) is a 55+ community, and the 1600 homes have one, or at the max, 2 persons living there. About half of those homes are vacant in the summer months because we have a lot of snowbirds. It is beyond me why they would have to increase their rates for us, because:

We use much less sewer service than a community of family homes would Many of us are gone for about 1/2 the year (and we still have to pay \$35/mo)

Because we are a community of retirees, we are on a fixed income. 4 years ago when I moved to this community, I was shocked to learn that the sewer company charges \$35/mo., and they charge that whether or not the property is vacant. The fact that they want to more than double it is way out of line; they should be making a large profit from our community because of the reasons mentioned above.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Please consider denying this greedy rate increase request.

Thank you for your time,

Sharon & Eugene Lane

[REDACTED]  
Gold Canyon, AZ 85218  
[REDACTED]  
[REDACTED]

We will be leaving at the end of May to return to Minnesota for several months. If there is anyway you can keep me informed about this situation by email would be greatly appreciated.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

From: Bradley Morton

Sent: Tuesday, May 16, 2006 2:41 PM

To: 'Sharon Lane'

Subject: RE: Gold Canyon Requeste Sewer Increase

Mr & Mrs Lane,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is part of the case and the Commissioners will be aware of your concerns. Please contact me if you have further issues.

\*End of Comments\*

**Date Completed:** 5/16/2006

**Opinion No.** 2006 - 52057

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